

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

SECOND TRIMESTER, 2015/2016

DEN5018 – ENGLISH

(All Diplomas)

29 February 2016
2:30 p.m. – 4:30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **FIVE** pages only.
2. Answer **ALL** questions in **Sections A** and **B**. Answer only **ONE** question in **Section C**.
3. Write all your answers in the Answer Booklet provided.

SECTION A: READING AND VOCABULARY [25 MARKS]

Instruction: Read the passage below and answer the questions that follow.

How Temperature Affects Workplace Productivity

- 1 Everyone loves summer. Sunny days and the accompanying rise in 1
temperature bring out the best in all of us except when we are at work. When it
comes to the workplace, if we cannot stand the heat, productivity **suffers**.
According to a Career Builder survey, 22 per cent of 4,285 American workers said
that a too-hot workplace makes it difficult to concentrate at work. Another recent 5
survey by Andrews-Sykes Air Conditioning found that 80 per cent of United
Kingdom office workers complain about the temperature at work. Moreover, based
on the survey, about 50 per cent of the offices are considered too hot by the people
who work in them.
- 2 In many commercial buildings, sometimes thermal control systems are not 10
functioning properly due to insufficient cooling or heating capacity, high internal or
external loads, improper control-system design and operational problems. While
the effects of temperature on comfort are broadly recognised, the effects on
workers have received much less attention. According to Rosemary Haefner,
CareerBuilder's vice president of Human Resource, besides financial and emotional 15
factors, the level of workplace temperatures is another crucial factor that has some
serious impacts on employees' performance.
- 3 For people working in Facilities Management Division in any organisation,
they know that it does not take long for complaints about temperature to begin. It is
remarkable how a short spell of hot weather has the power to transform any 20
workplace. One day each employee is a picture of productivity and concentration;
the next, they are frantically plugging in electric fans, visiting the water cooler
every five minutes and taking extended lunch breaks to 'cool down'.
- 4 As early as 1950, government researchers began studying the effects of office
temperatures on the employees. They quickly recognised the increased productivity 25
of employees working within offices and factories that were commercially air
conditioned. The initial study noted that air conditioning boosted the productivity
of employees by at least 25 per cent, as well as led to less employee absenteeism
when compared to employees that did not work in an air conditioned environments.
- 5 There are various ways in which high office temperatures affect workers' 30
productivity. Increased heat levels will seriously slow down the speed of
employees. Movement and work generate heat, so the less someone moves, the less
heat the person generates. In jobs that require lots of movement, the heat could
slow down the work being accomplished as more employees want to limit their
movements. 35
- 6 In addition, productivity decreases in a hot, indoor workplace as the heat can
make the employees feel tired and less energetic. Tiredness and loss of
concentration can also lead to an increased risk of mistakes or even worse,
accidents. Several field studies have shown a consistent decrease in performance in
typical tasks of office work and several mental tasks when temperatures increase 40
above 24-26 degrees Celsius. For example, the strongest effect on productivity was
reported from phone-service companies.
- 7 Besides decreasing productivity at work, this condition can also lead to
adverse effects on the employees' health. There are many studies in medical
journals that include indisputable correlating data between high temperatures and 45

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health effects. Heat exhaustion and heatstroke are two potentially serious conditions that can occur. Heat exhaustion is when the body becomes very hot and, the person starts to lose water or salt from the body. Symptoms that employees may experience include dizziness, nausea, muscle cramps and a rapid heartbeat. These symptoms must be treated by cooling and rehydrating, or they can lead to heatstroke. Heatstroke is where the body is no longer able to cool itself and a person's body temperature becomes dangerously high and starts to overheat. Heatstroke is less common but more serious and can be life-threatening.

8 We know that hot temperatures worsen productivity. What new research is showing is that it can also corrode the quality of our relationships. Hot weather, which can result in hot temperatures in the office, can result in employees being in a general bad mood. They could be short-tempered, angry, or rude to their co-workers or to customers. **This** could dip into the profits of an organisation. Working under hot conditions causes employees to become excessively irritable. People can also become more aggressive during the hottest days, and having miserable employees does nothing to improve work performance.

9 This, ultimately, is why office temperature matters. Great workplaces are not simply the product of good organisational policies. They emerge when employees connect with one another and form meaningful relationships that engender trust. What is often overlooked is that connections do not operate in a vacuum. When it seems obvious that the temperature of a restaurant or theatre can alter our experience, why do we continue to neglect it in the workplace?

10 Air conditioning systems in the workplace must be maintained and checked regularly to ensure workers are well-ventilated and cooled. The loss of commercial air conditioning can directly increase the office temperature. As a result, this heat can attribute to high levels of frustration, stress, exhaustion and thereby, naturally, decreased productivity. Therefore, as warmer weather looms on the horizon, savvy business owners should start preparing what is necessary in order to assure that productivity remains at an optimal level.

Adapted from Irwin, C. (2014). How temperatures affect workplace productivity. Retrieved from <http://blog.wems.co.uk/blog/too-hot-cold-temperature-affects-employee-productivity-building-energy-management-systems>

Question 1: Contextual Clues (5 marks)

Instruction: Provide a word from the reading passage for each definition below.

- | | |
|---|------------------------------------|
| Example: declines in effectiveness | (paragraph 1) word: <u>suffers</u> |
| a) worthy of notice or attention | (paragraph 3) |
| b) showing or involving great activity | (paragraph 6) |
| c) greater than what is normal or necessary | (paragraph 8) |
| d) to cause or to develop | (paragraph 9) |
| e) come into sight | (paragraph 10) |

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Question 2: True or False (5 marks)

Instruction: For each statement, write (T) if the statement is true and (F) if the statement is false.

- a) People who enjoy summer can stand the heat in the workplace.
- b) The level of workplace temperatures is the only factor that affects the employees' performance.
- c) High office temperatures can affect employees' health in many ways.
- d) Employees display their bad tempers such as anger and rudeness only among themselves at the workplace.
- e) Unlike in a restaurant or theatre, the effects of workplace temperature are often disregarded.

Question 3: Comprehension Questions (15 marks)

Instruction: Answer the following questions in **COMPLETE** sentences.

- a) Why do thermal control systems in many commercial buildings fail to function properly? (2 marks)
- b) How do employees cool themselves down when office temperature increases? (3 marks)
- c) i. Describe the two different working environments in which the government researchers made the comparisons in their study in 1950. (2 marks)
ii. What are the two findings from their study? (2 marks)
- d) Why do high office temperatures reduce the speed of employees? (2 marks)
- e) What is the main idea of paragraph six? (1 mark)
- f) How can employees prevent heatstroke? (1 mark)
- g) What does "This" in line 58 refer to? (1 mark)
- h) State one step that business owners can do to avoid the inefficiency of air conditioning system in the workplace. (1 mark)

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SECTION B: GRAMMAR - TENSES [10 MARKS]**Instruction:** For questions 1-10, read the text and choose the best answer.Example (0) A **Selfies Have Caused More Deaths Than Shark Attacks**

In September 2015, a tourist tragically (0) _____ to his death while posing for a selfie at the Taj Mahal in India. Earlier in the month, a man accidentally killed himself while he (1) _____ to take an Instagram selfie of him holding a gun. What's more, there have also been a few reported instances of tourists in Yellowstone Park being gored while attempting to take selfies with bison. To date, the number of deaths in 2015 related to the practice of taking selfies (2) _____ to 12 after a 66-year-old Japanese tourist, Hideto Ueda, died when collapsing and falling down the stairs while posing at the Taj Mahal in India. His travelling companion survived, but (3) _____ a broken leg.

Sadly, these types of stories (4) _____ far more common than you might ordinarily assume. In fact, a person is far more likely to die while taking a selfie than being attack by a shark. While this admittedly sounds crazy, the statistics do not lie. According to The Telegraph, there have already been 12 recorded selfie deaths in 2015. In contrast, there have only been 8 reported shark related deaths.

Highlighting the growing problem of individuals looking to take selfies at inopportune times, authorities in Russia (5) _____ so far as to publish a brochure warning of the dangers involved with taking selfies in precarious situations. In July, they issued a selfie safety campaign after "hundreds" more injuries (6) _____. "Unfortunately, we have noted recently that the number of accidents caused by lovers of self-photography (7) _____ constantly increasing," a government aide said at the time. "Since the beginning of the year, we (8) _____ about some hundred cases of injuries for sure."

In August, park authorities in Denver, Colorado were so concerned about people using selfie sticks to try and get to the bears as close as possible. As a result, they (9) _____ it down until bear activity subsided. As tourists are taking deadly risks for a selfie, more tourist sites are also banning the selfie stick.

Looking forward, hopefully the people who populate our selfie crazed world will wise up and start recognising that it is not worth risking their life for a photo, no matter how cool they think it (10) _____ out. Remember, safety first, not selfie first!

Adapted from Heisler, Y. (2015). Selfies have caused more deaths than shark attacks. Retrieved from <http://bgr.com/2015/09/22/selfie-deaths-vs-shark-attacks/>

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|----|-----------------|------------------|----------------------|-----------------------|
| 0. | A. <u>fell</u> | B. had fallen | C. has fallen | D. was falling |
| 1. | A. tried | B. had tried | C. was trying | D. had been trying |
| 2. | A. rose | B. has risen | C. was rising | D. has been rising |
| 3. | A. suffers | B. suffered | C. is suffering | D. was suffering |
| 4. | A. are | B. were | C. has been | D. will have been |
| 5. | A. go | B. went | C. have gone | D. will be going |
| 6. | A. are reported | B. were reported | C. had been reported | D. have been reported |
| 7. | A. is | B. was | C. had been | D. will have been |
| 8. | A. talk | B. talked | C. are talking | D. have been talking |

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9. A. close B. closed C. were closing D. had closed
10. A. turned B. has turned out C. will turn D. is turning

SECTION C: WRITING [25 MARKS]

Instruction: Write an essay on **ONE** of the following topics. The length of your essay should be about 350 words.

1. Nowadays, obesity has become a common problem among many young adults. What are the causes of obesity or overweight among young adults?
2. Vaping is viewed as a popular alternative to smoking. What are the effects of vaping on teenagers?

End of Paper